

Document Title: Troubleshooting Guide: IAF API Sync

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1. INTRODUCTION This guide addresses common errors encountered while syncing certification data from the CB Automation App directly to the IAF CERTSEARCH Database.

2. COMMON ERROR CODES & SOLUTIONS

Error: HTTP 401 (Unauthorized)

Cause:

The IAF CERTSEARCH Database rejected your connection due to an invalid or missing API Key.

Solution:

Log into IAF CERTSEARCH, navigate to Import Settings > API Integration, and generate a new key. Open `/includes/cb_cert_functions.php` on your server and update the `IAF_API_KEY` definition with the new key. Ensure there are no extra spaces inside the quotation marks.

Error: Data Validation Failure (HTTP 422)

Cause:

The IAF Database rejected the payload due to missing mandatory fields or invalid characters.

Solution:

Navigate to the

IAF Data Preview

screen in the App. Verify that all mandatory fields are populated. Ensure the automated transliteration of Cyrillic characters to English was successful. Correct any errors, click

Save Changes

, and attempt the upload again.

Issue: Certificates Not Appearing in Data Manager

Cause:

The system prevents double-reporting. If a certificate was previously synced, its status changes to "Reported" and it is hidden from the "New" queue.

Solution:

To force a re-sync, you must manually reset the certificate's report status in the database or use the

Wipe Data

function to clear the current batch and start over.